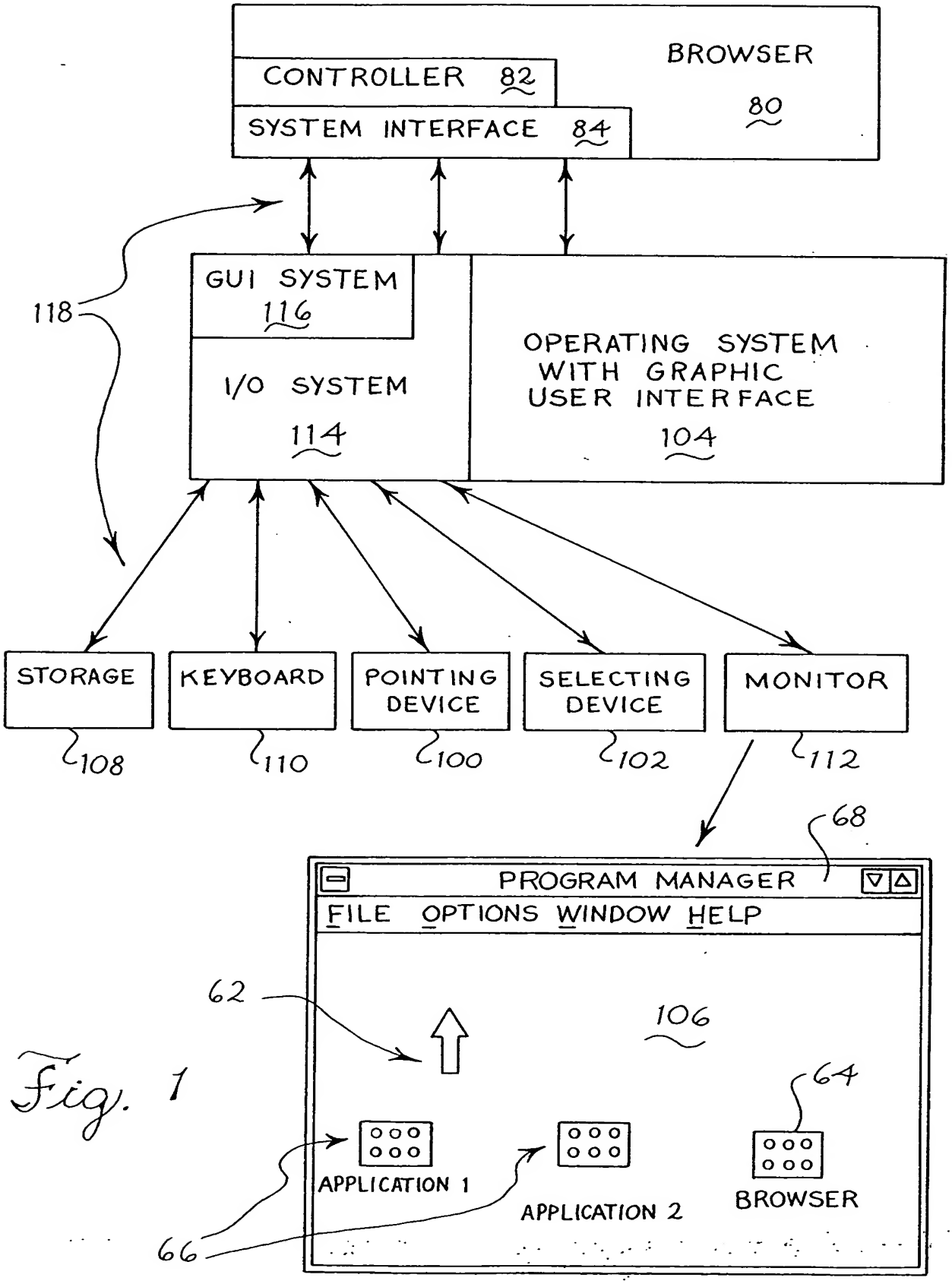
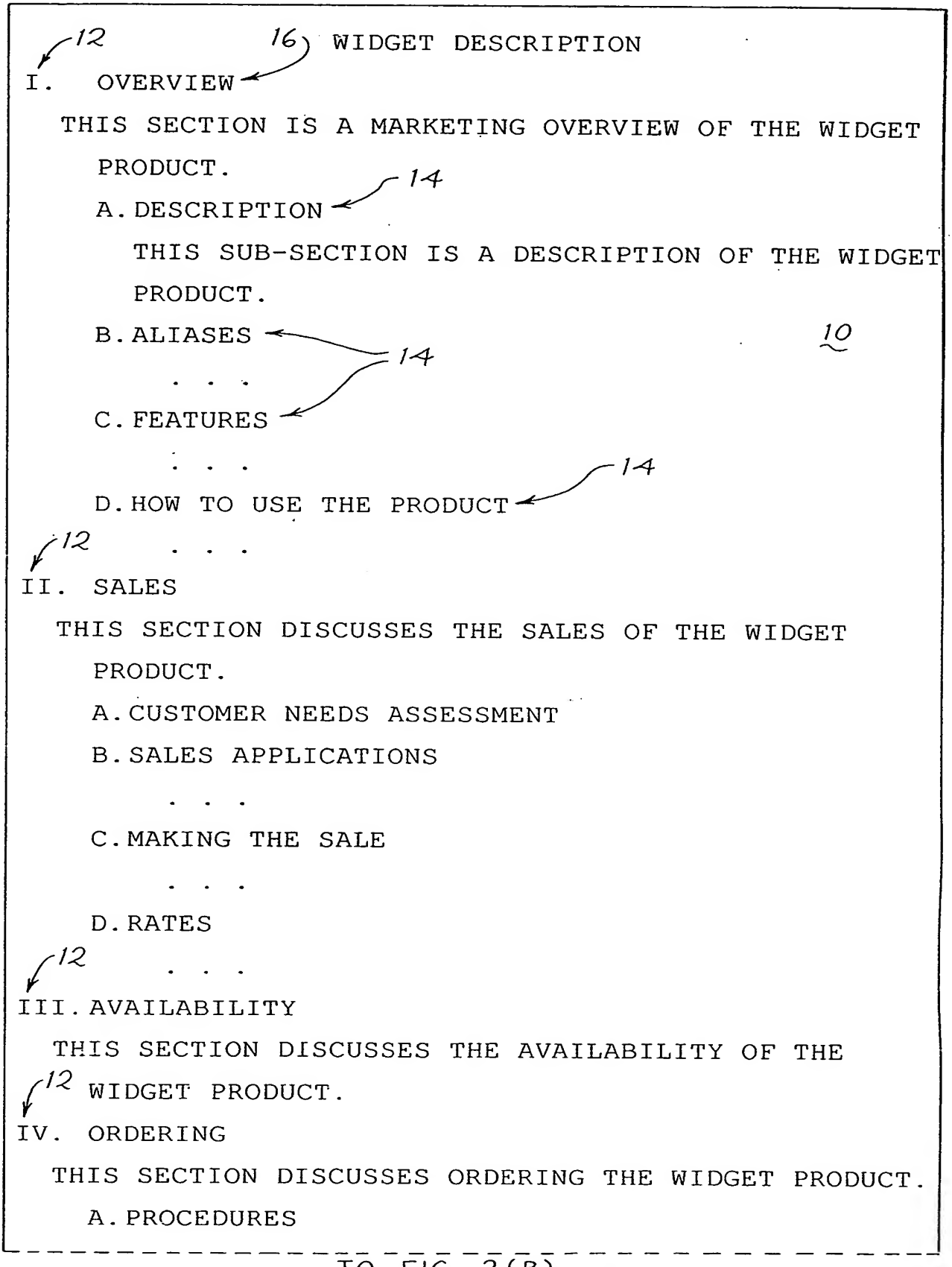

BROWSER
80
CONTROLLER 82
SYSTEM INTERFACE 84
118
GUI SYSTEM
116
I/O SYSTEM
114
OPERATING SYSTEM
WITH GRAPHIC
USER INTERFACE
104
STORAGE
108
KEYBOARD
110
POINTING
DEVICE
100
SELECTING
DEVICE
102
MONITOR
112
68
PROGRAM MANAGER
FILE OPTIONS WINDOW HELP
62
106
64
APPLICATION 1
APPLICATION 2
BROWSER
66

Fig. 1

Fig. 2(A)



TO FIG. 2(B)

Fig. 2(B)

TO FIG. 2(A)

. . .

B. LISTINGS

. . .

C. DUE DATES

12 . . .

V. BILLING

THIS SECTION DISCUSSES BILLING FOR THE WIDGET PRODUCT.

A. CHARGES

. . .

B. BILLING REDUCTIONS

. . .

C. PAYMENT OPTIONS/ CONTRACTS

12 . . .

VI. TROUBLESHOOTING 18

THIS SECTION DISCUSSES TROUBLESHOOTING WIDGET PRODUCT PROBLEMS.

A. KNOWN PROBLEMS

. . .

B. PROBLEM ASSESSMENT

. . .

C. DIAGNOSING CUSTOMER TROUBLE

12 . . .

VII. SUPPORT

THIS SECTION DISCUSSES WIDGET PRODUCT SUPPORT.

A. PRODUCT CONTACTS & REFERRALS

. . .

B. RESPONSIBILITIES

TO FIG. 2(C)

Fig. 2(C)

TO FIG. 2(B)

```
        . . .
C. TARIFFS & REGULATORY
        . . .
D. POLICIES
        . . .
E. TRAINING
        . . .
```

Fig. 3(A)

```
<BRW.DOC>                                                    22
                                                        24
<PROD.NAME>
<PRODUCTNAME>WIDGET1</PRODUCTNAME>
                                  26      30            32
<OVER>                       28                                    20
<OVERVIEW>OVERVIEW</OVERVIEW>
          TEXT IN OVERVIEW SECTION.
</OVER>                                  34
                                    36
<SALE>
<SALES>SALES</SALES>
          TEXT IN SALES SECTION.
<CUSNEED>                                38
<CUSTOMERNEEDS>CUSTOMER NEEDS
    ASSESSMENT</CUSTOMERNEEDS>
          TEXT IN CUSTOMER NEEDS ASSESSMENT SUB-SECTION
               OF THE SALES SECTION.
</CUSNEED>                                  42
                                       39
</SALE>
          .
```

TO FIG. 3(B)

Fig. 3(B)

TO FIG. 3(A)

```
<TROUBL>                                    25
<TROUBLESHOOTING>TROUBLESHOOTING</TROUBLESHOOTING>
27      TEXT IN TROUBLESHOOTING SECTION.
<TRBL.KNOWPROB>
<TRBLKNOWPROB>KNOWN PROBLEMS>/TRBLKNOWPROB>
          TEXT IN THE KNOWN PROBLEMS SUB-SECTION OF THE
               TROUBLESHOOTING SECTION.
</TRBL.KNOWPROB>

<TRBL.PROBASSESS>
<TRBLPROBASSESS>PROBLEM ASSESSMENT</TRBLPROBASSESS>
          TEXT IN THE PROBLEM ASSESSMENT SUB-SECTION OF
               THE TROUBLESHOOTING SECTION.
</TRBL.PROBASSESS>

<TRBL.DIAG>
<TRBLDIAG>DIAGNOSING CUSTOMER TROUBLE</TRBLDIAG>
          TEXT IN THE DIAGNOSING CUSTOMER TROUBLE SUB-
               SECTION OF THE TROUBLESHOOTING SECTION.
</TRBL.DIAG>

</PROD.NAME>

</BRW.DOC>
```

Fig. 4(A)

```
<!ELEMENT PROD.NAME - - ( PRODUCTNAME, (%SUB-SECT; |
      TROUBL |
      ORDER |
      AVAIL |
      SALE |
      BILL |
      SUPP |
      OVER)*) >
<!ATTLIST PROD.NAME
    ID CDATA #IMPLIED >
<!ELEMENT PRODUCTNAME - - ( (#PCDATA | %PARA-
  CONTENT;)*) >
<!ELEMENT TROUBL - - ( TROUBLESHOOTING, (%SUB-SECT; |
      TRBL.KNOWPROB |
      TRBL.PROBASSESS |
      TRBL.DIAG |
      TRBL.QUES |
      HEAD3 |
      HEAD2 |
      HEAD5 |
      HEAD4 |
      HEAD7 |
      HEAD6)*) >
<!ATTLIST TROUBL
    ID CDATA #IMPLIED
    ID CDATA #IMPLIED >
<!ELEMENT TROUBLESHOOTING - - ( (#PCDATA | %PARA-
  CONTENT;)*) >
```

42 47 49 46 44 45 40 48 51

TO FIG. 4(B)

Fig. 4(B)

TO FIG. 4(A)

```
<!ELEMENT TRBL.KNOWPROB - - ( TRBLKNOWPROB, (%SUB-
 SECT; |
    HEAD3 |
    HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >
<!ATTLIST TRBL.KNOWPROB
    ID CDATA #IMPLIED
    TYPE CDATA #IMPLIED >
<!ELEMENT TRBLKNOWPROB - - ( (#PCDATA | %PARA-
  CONTENT;)*) >
<!ELEMENT TRBL.PROBASSESS - - ( TRBLPROBASSESS,
  (%SUB-SECT; |
    HEAD3 |
    HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >
<!ATTLIST TRBL.PROBASSESS
    ID CDATA #IMPLIED
    TYPE CDATA #IMPLIED >
<!ELEMENT TRBLPROBASSESS - - ( (#PCDATA | %PARA-
  CONTENT;)*) >
```

43

43

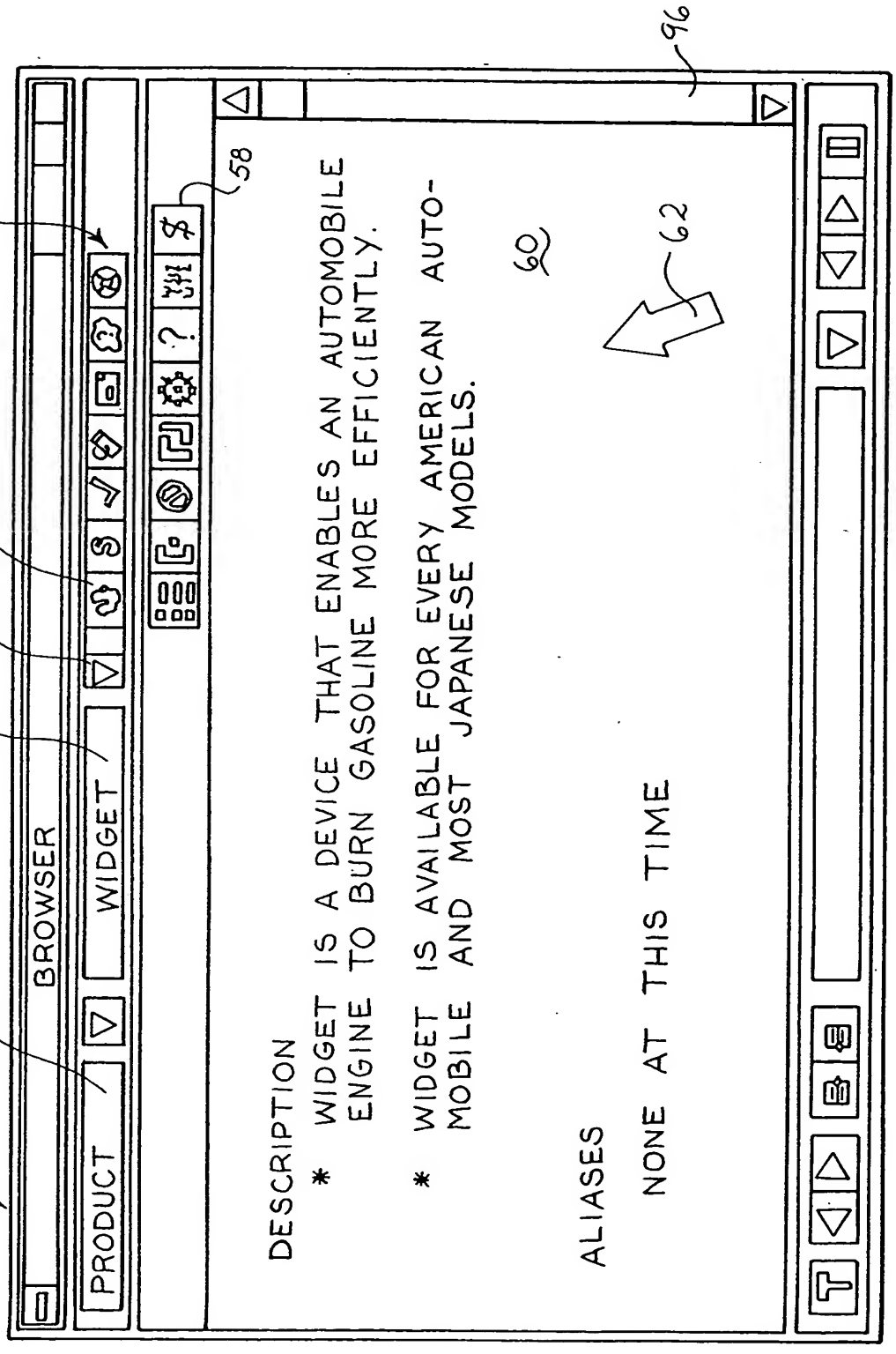
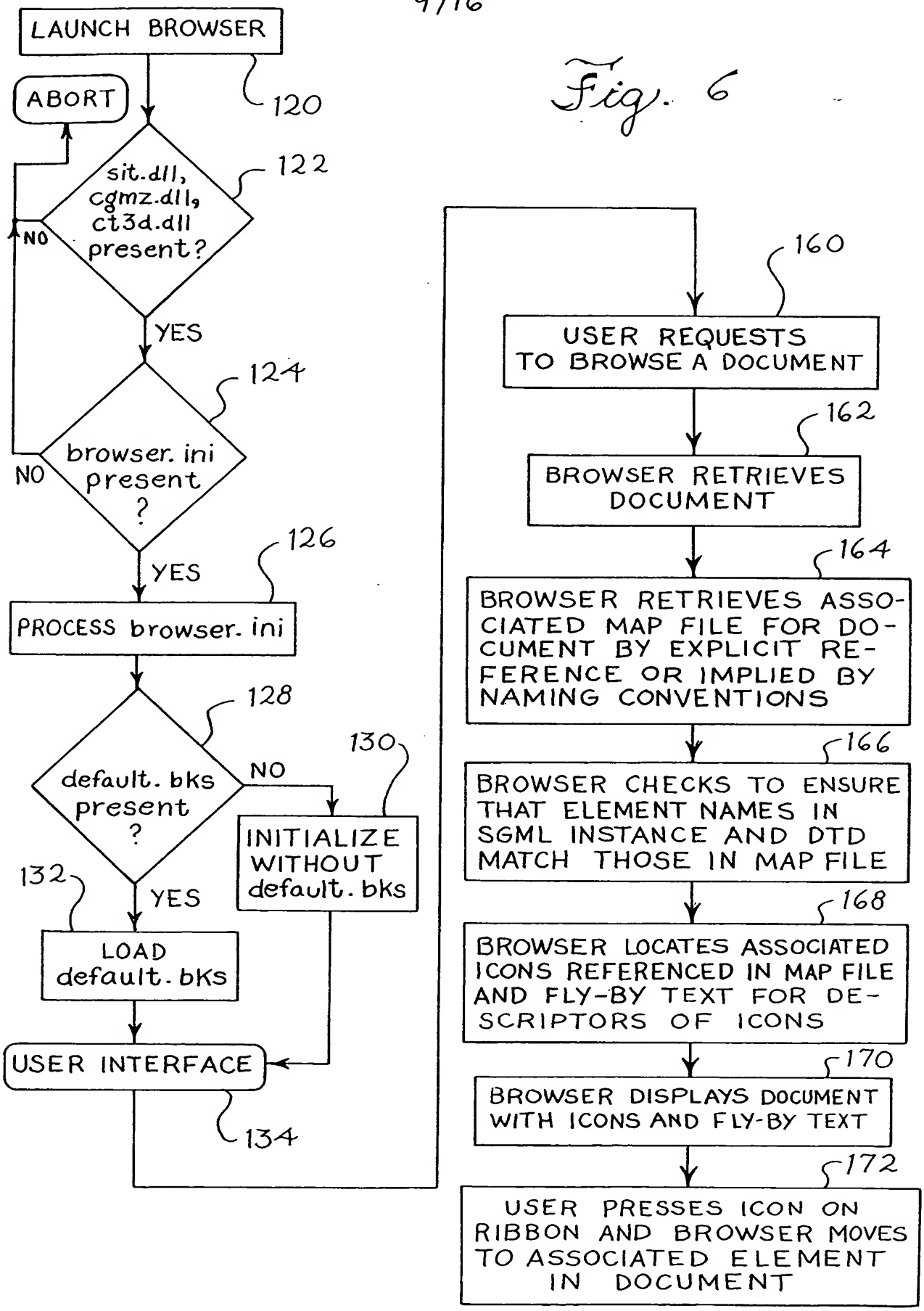

50
54
56
52
70
68
58
96
62
60
BROWSER
PRODUCT
WIDGET
DESCRIPTION
* WIDGET IS A DEVICE THAT ENABLES AN AUTOMOBILE ENGINE TO BURN GASOLINE MORE EFFICIENTLY.
* WIDGET IS AVAILABLE FOR EVERY AMERICAN AUTOMOBILE AND MOST JAPANESE MODELS.
ALIASES
NONE AT THIS TIME

Fig. 5

Fig. 6


LAUNCH BROWSER
120
ABORT
sit.dll, cgmz.dll, ct3d.dll present?
122
NO
YES
browser. ini present ?
124
NO
YES
PROCESS browser. ini
126
default. bks present ?
128
NO
130
INITIALIZE WITHOUT default. bks
YES
132
LOAD default. bks
USER INTERFACE
134
160
USER REQUESTS TO BROWSE A DOCUMENT
162
BROWSER RETRIEVES DOCUMENT
164
BROWSER RETRIEVES ASSOCIATED MAP FILE FOR DOCUMENT BY EXPLICIT REFERENCE OR IMPLIED BY NAMING CONVENTIONS
166
BROWSER CHECKS TO ENSURE THAT ELEMENT NAMES IN SGML INSTANCE AND DTD MATCH THOSE IN MAP FILE
168
BROWSER LOCATES ASSOCIATED ICONS REFERENCED IN MAP FILE AND FLY-BY TEXT FOR DESCRIPTORS OF ICONS
170
BROWSER DISPLAYS DOCUMENT WITH ICONS AND FLY-BY TEXT
172
USER PRESSES ICON ON RIBBON AND BROWSER MOVES TO ASSOCIATED ELEMENT IN DOCUMENT

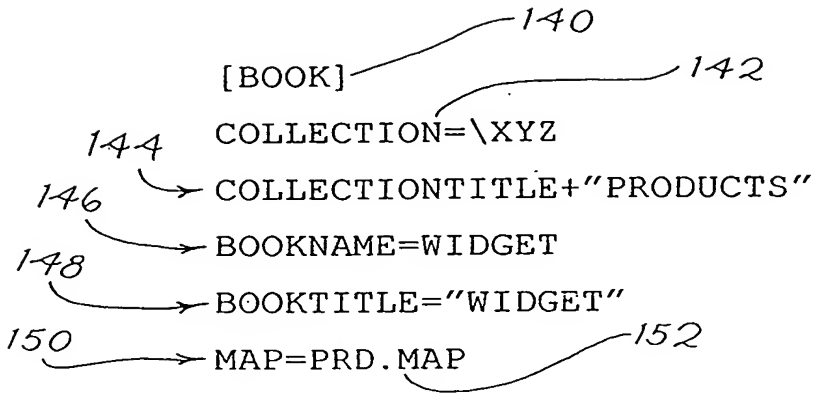

140
[BOOK]
142
COLLECTION=\XYZ
144
COLLECTIONTITLE+"PRODUCTS"
146
BOOKNAME=WIDGET
148
BOOKTITLE="WIDGET"
150
MAP=PRD.MAP
152

Fig. 7

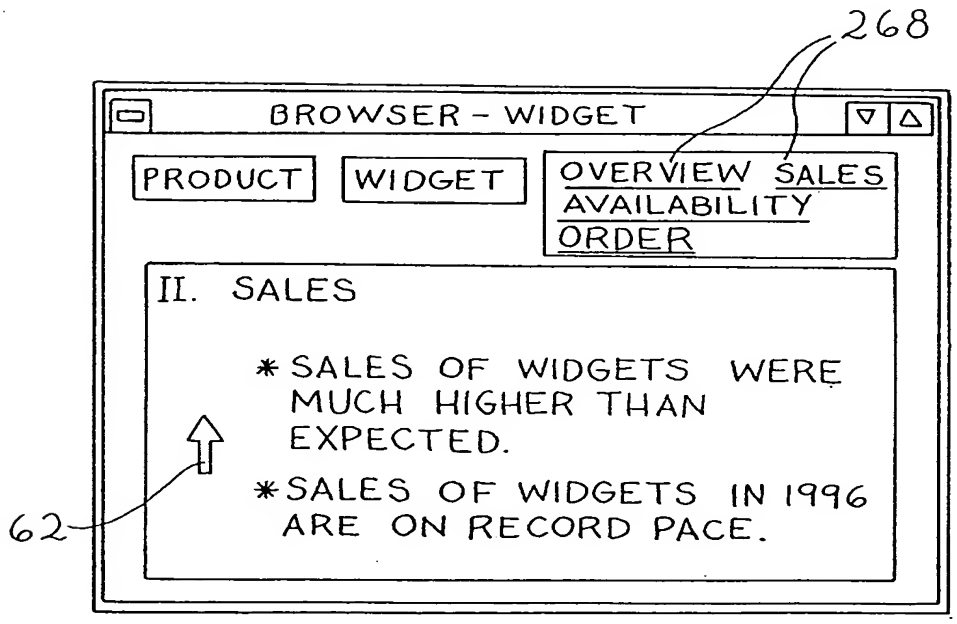
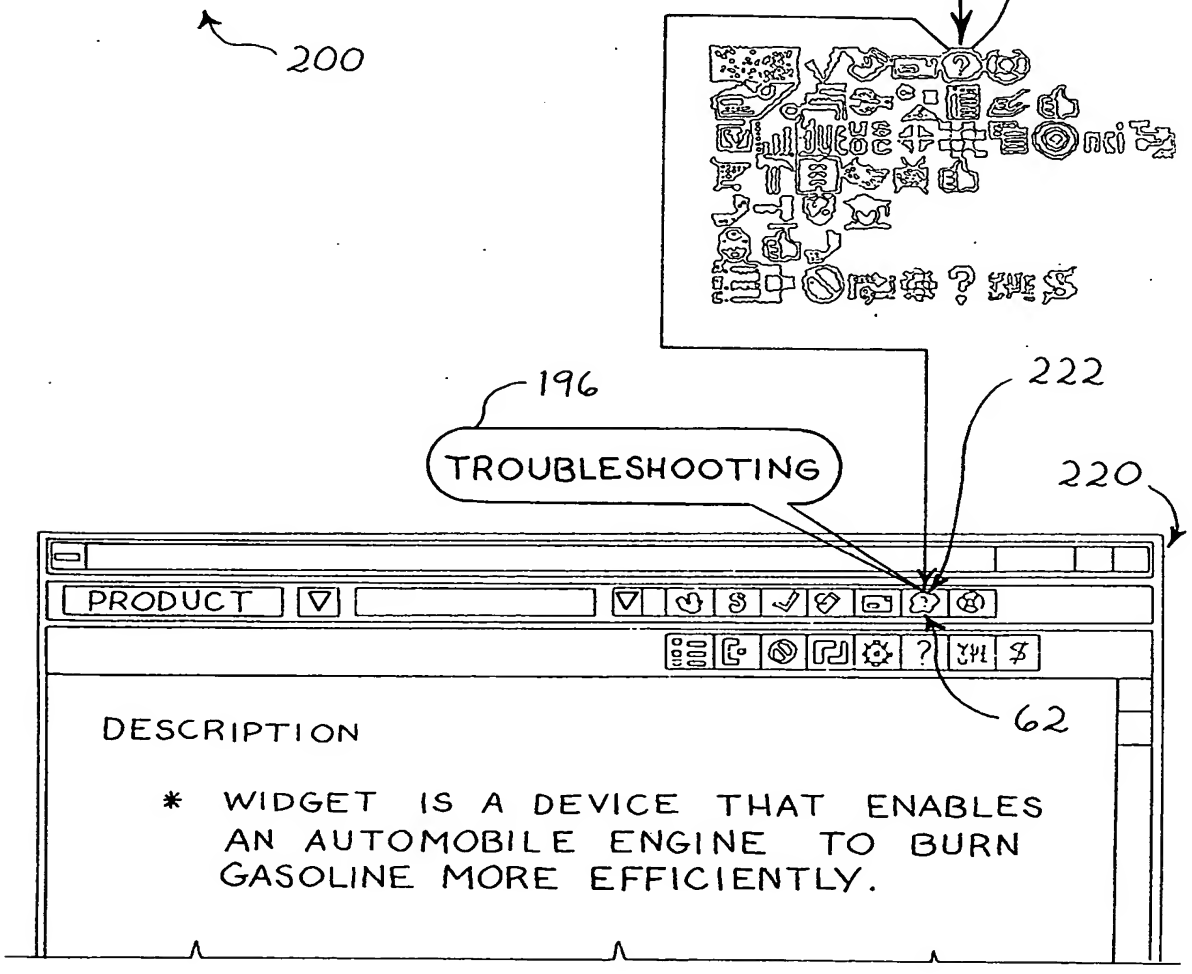

268
BROWSER - WIDGET
PRODUCT
WIDGET
OVERVIEW SALES
AVAILABILITY
ORDER
II. SALES
* SALES OF WIDGETS WERE MUCH HIGHER THAN EXPECTED.
* SALES OF WIDGETS IN 1996 ARE ON RECORD PACE.
62

Fig. 10

```
[MAP]
ICONS=DEFAULT.BMP
[SECTIONS]
RBW-DOC,PROD.NAME,OVER=1:OVERVIEW
RBW-DOC,PROD.NAME,SALE=2:SALES
RBW-DOC,PROD.NAME,AVAIL=3:AVAILABILITY
RBW-DOC,PROD.NAME,ORDER=4:ORDERING
RBW-DOC,PROD.NAME,BILL=5:BILLING
RBW-DOC,PROD.NAME,TROUBL=6:TROUBLESHOOTING
RBW-DOC,PROD.NAME,SUPP=7:SUPPORT

[RBW-DOC,PROD.NAME,OVER]
OVER.DESC=61:DESCRIPTION
OVER.ALIASES=62:ALIASES
OVER.RESTRIC=63:RESTRICTIONS
OVER.INTER=64:INTERACTIONS
OVER.FEAT=65:FEATURES
OVER.HOWTOUSE=66:HOW TO USE THE PRODUCT
OVER.CPE=67:CPE INVOLVEMENT
OVER.RESALE=68:RESALE/SHARING
```



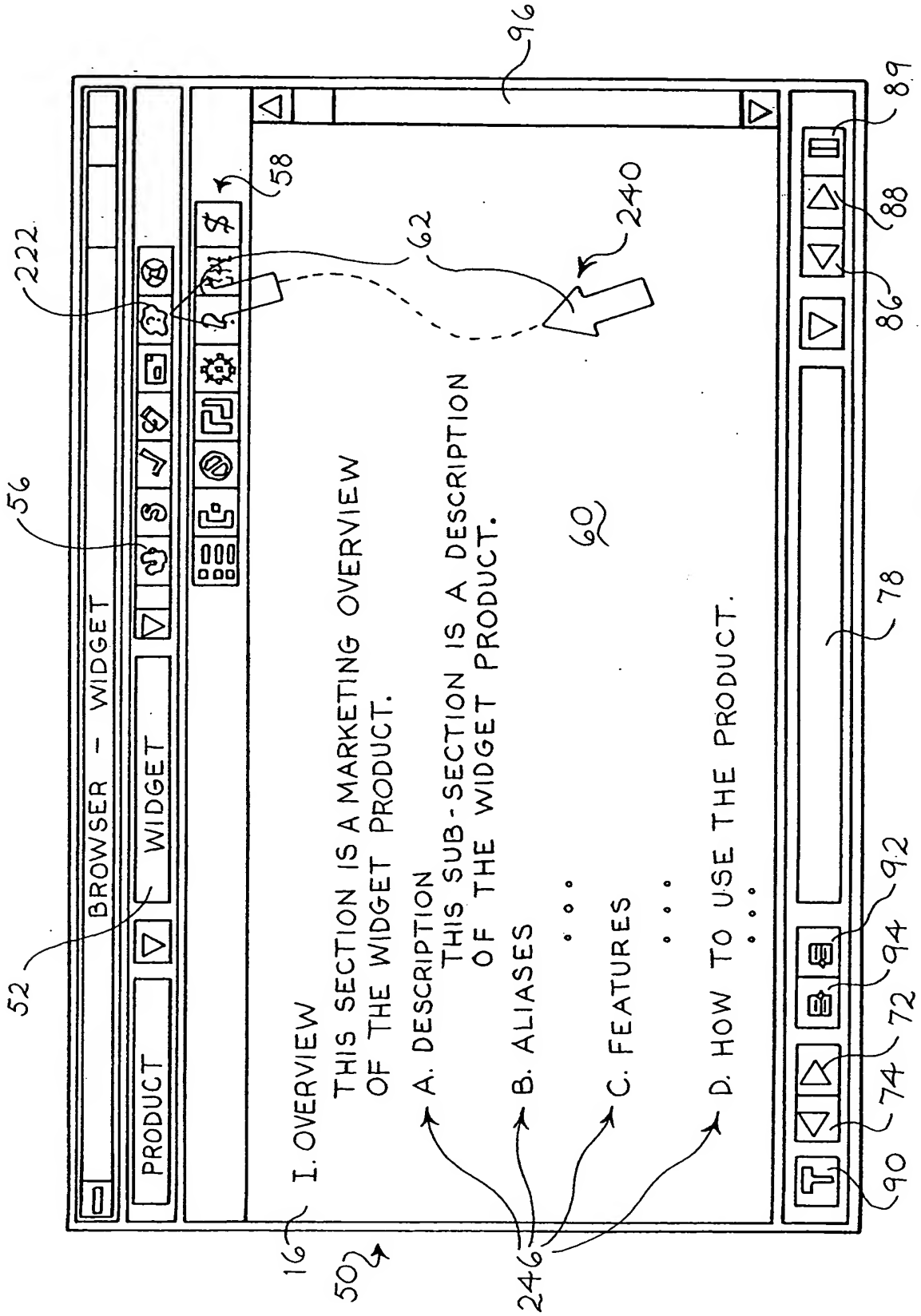

BROWSER - WIDGET
PRODUCT
WIDGET
I. OVERVIEW
THIS SECTION IS A MARKETING OVERVIEW OF THE WIDGET PRODUCT.
A. DESCRIPTION
THIS SUB-SECTION IS A DESCRIPTION OF THE WIDGET PRODUCT.
B. ALIASES
C. FEATURES
D. HOW TO USE THE PRODUCT.
52
56
58
60
62
78
86
88
89
90
92
94
96
222
240
246
16
50
72
74

Fig. 9A

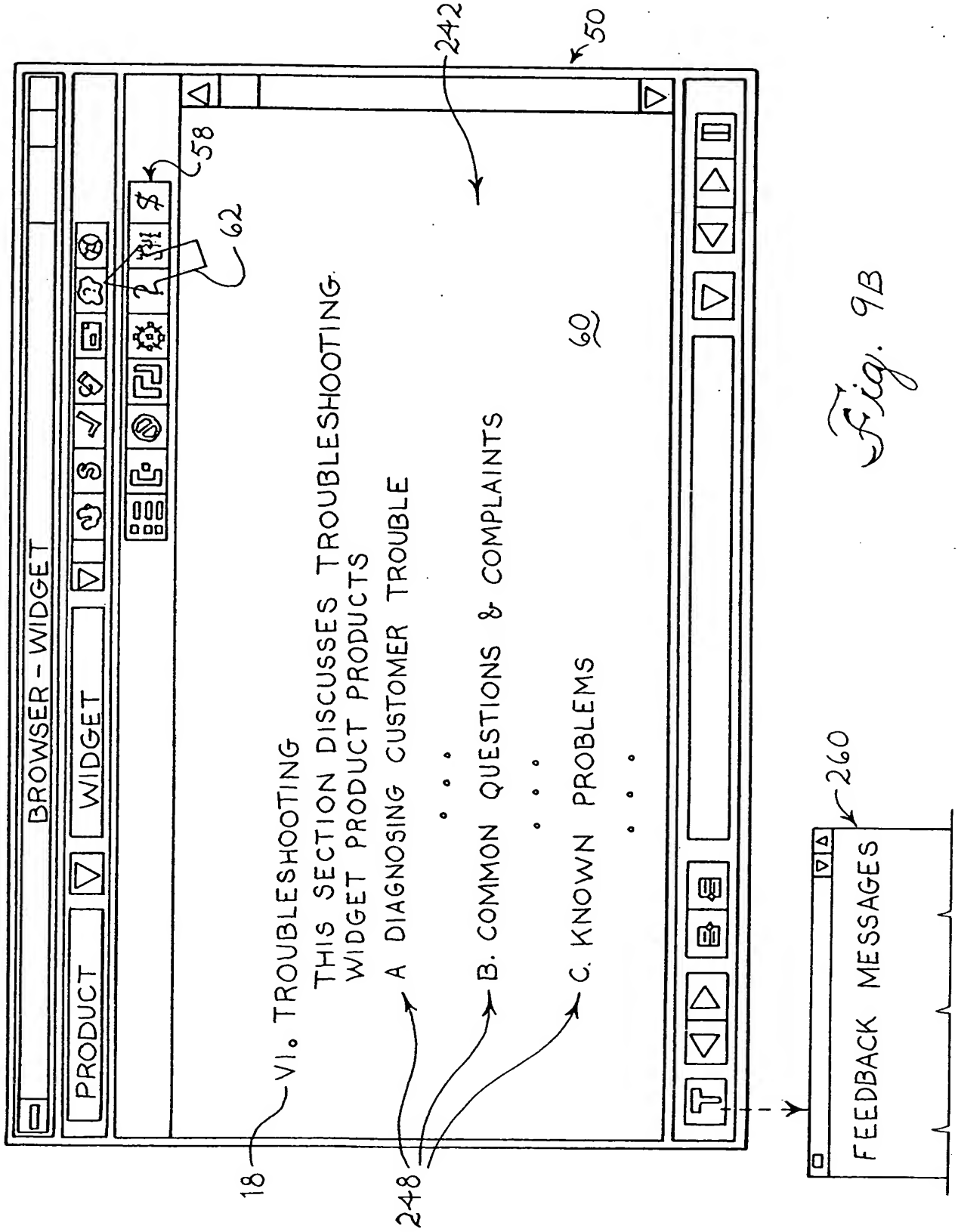

BROWSER - WIDGET
PRODUCT
WIDGET
58
62
242
50
VI. TROUBLESHOOTING
THIS SECTION DISCUSSES TROUBLESHOOTING
WIDGET PRODUCT PRODUCTS
A DIAGNOSING CUSTOMER TROUBLE
. . .
B. COMMON QUESTIONS & COMPLAINTS
. . .
C. KNOWN PROBLEMS
. . .
60
18
248
260
FEEDBACK MESSAGES

Fig. 9B

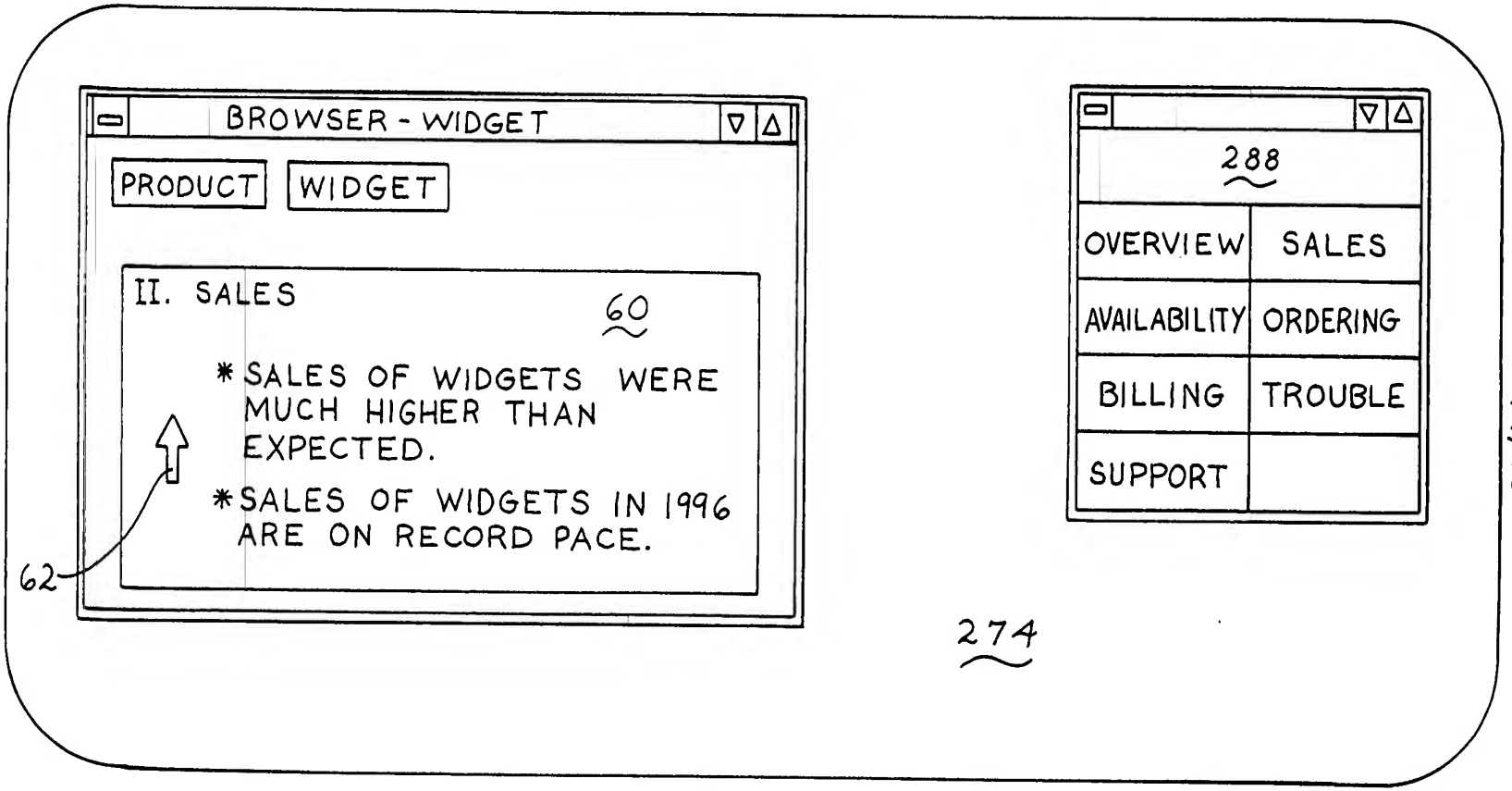

BROWSER - WIDGET
PRODUCT
WIDGET
II. SALES
60
* SALES OF WIDGETS WERE MUCH HIGHER THAN EXPECTED.
* SALES OF WIDGETS IN 1996 ARE ON RECORD PACE.
62
288
OVERVIEW
SALES
AVAILABILITY
ORDERING
BILLING
TROUBLE
SUPPORT
274

Fig. 11

Fig. 12

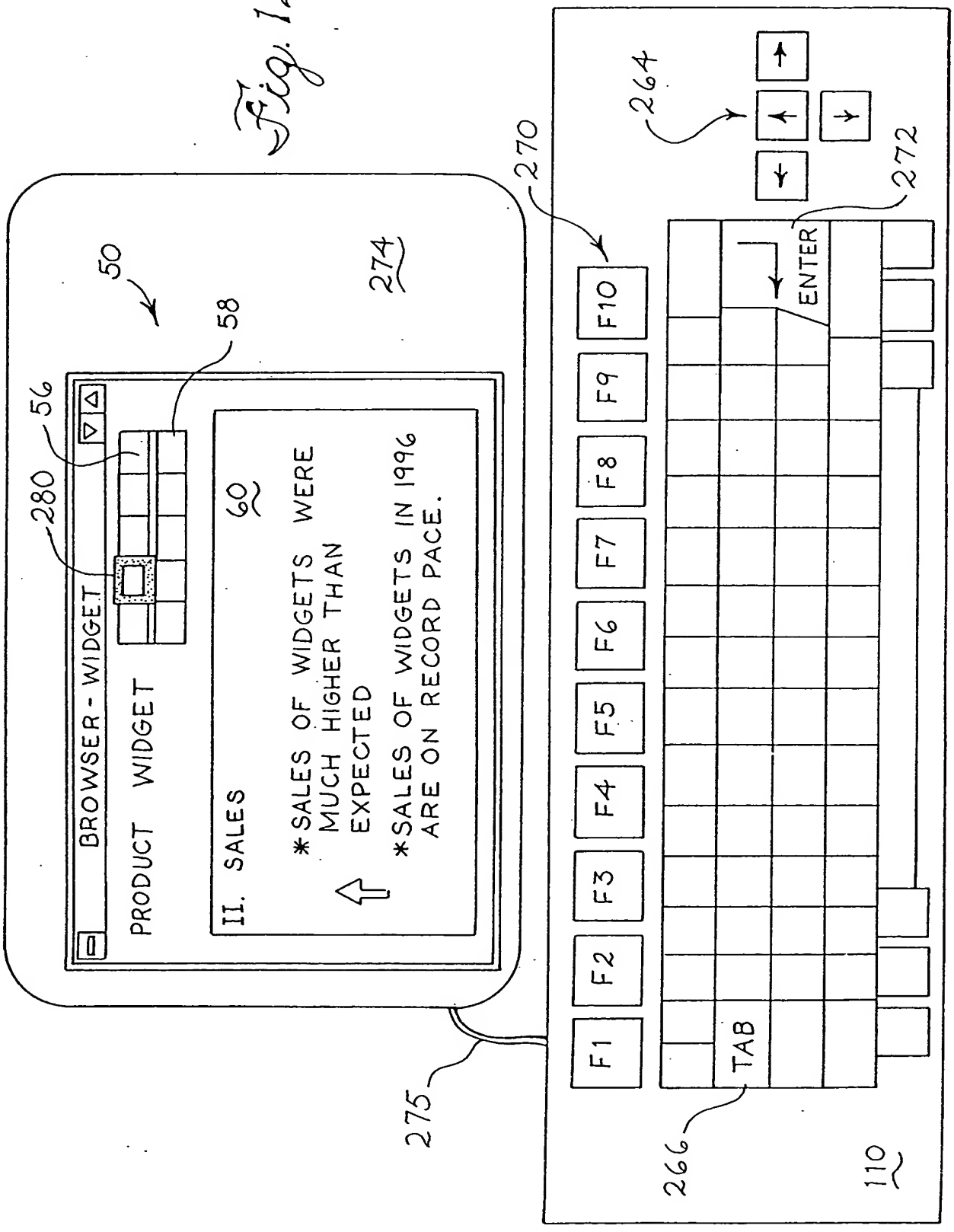
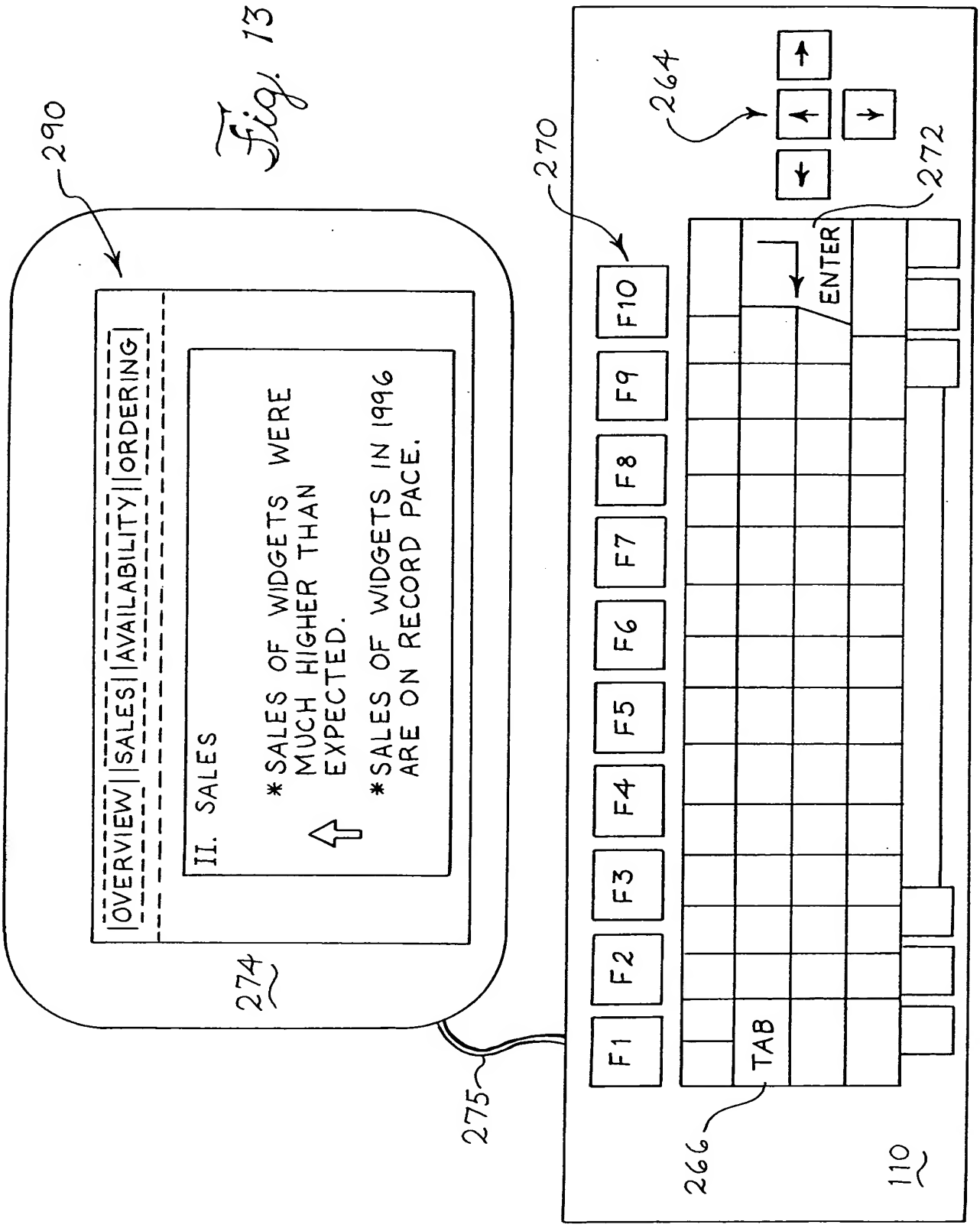

50
58
56
280
274
270
264
272
BROWSER - WIDGET
PRODUCT WIDGET
II. SALES
60
*SALES OF WIDGETS WERE MUCH HIGHER THAN EXPECTED
*SALES OF WIDGETS IN 1996 ARE ON RECORD PACE.
F1
F2
F3
F4
F5
F6
F7
F8
F9
F10
ENTER
TAB
275
266
110

Fig. 13


290
OVERVIEW
SALES
AVAILABILITY
ORDERING
II. SALES
*SALES OF WIDGETS WERE MUCH HIGHER THAN EXPECTED.
*SALES OF WIDGETS IN 1996 ARE ON RECORD PACE.
274
275
270
264
272
F1
F2
F3
F4
F5
F6
F7
F8
F9
F10
ENTER
TAB
266
110